

# CALIFORNIA OCCUPATIONAL GUIDES

## MAIDS AND HOUSEKEEPING CLEANERS

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INTEREST AREA  
REALISTIC



### WHAT DOES A MAID AND HOUSEKEEPING CLEANER DO?

MAIDS and HOUSEKEEPING CLEANERS keep rooms and hallways in a clean, orderly, sanitary, and sometimes sterile condition. They are responsible for the careful and thorough ongoing cleaning needed to achieve and maintain the needed environment in hotels, hospitals, or private homes. They use vacuums, mops, sponges and brushes, as well as cleaning solvents.

#### *Hospital Housekeeping Cleaners*

These workers are very important to the patient's recovery. They must follow an exact set of standards to make sure areas are thoroughly clean to help control infection. They typically perform the following tasks:

- Clean and disinfect patient rooms and bathrooms in hospitals, health care

clinics, and nursing homes. This requires the knowledge of how to work around complex medical equipment.

- Clean offices, laboratories, exam, isolation, and surgery rooms, as well as hallways and nursing stations.
- Dispose of waste materials using proper safety precautions.
- Disinfect equipment and supplies, using germicides or steam-operated sterilizers.
- Make beds and restock items, such as linens and tissues.
- Clean mattresses and bed frames.
- Report unsafe conditions.

#### *Lodging Maids*

Maids in hotels and motels clean guest rooms, hallways, lobbies, and conference rooms. They generally perform the following tasks:

- Change bed and bath linens daily.
- Maintain linen closets.
- Wash, dust and polish a variety of surfaces from walls to bath fixtures.
- Regularly vacuum and clean floors using powered equipment.
- Dispose of trash.
- Disinfect equipment and supplies.
- May replace draperies, and move or arrange furniture.
- May set up for weddings or business meetings.
- Deliver cribs, ironing boards, and rollaway beds to guest rooms.
- Report unsafe conditions.
- Use wheeled supply carts to carry linen, towels, toilet items, and cleaning supplies on rounds.

### ***Private Household Maids***

Maids and Housekeeping Cleaners in private households perform the following tasks:

- Dust and polish furniture.
- Sweep, mop, vacuum, and wax floors.
- Clean bathrooms, ovens, and refrigerators.
- May wash dishes, polish silver
- Change and make beds.
- Wash, fold, and iron clothes.
- May wash windows.
- May also take clothes and laundry to the cleaners, buy groceries, or do other errands.

### **WHAT SKILLS ARE IMPORTANT?**

Important skills, knowledge, and abilities for Maids and Housekeeping Cleaners include:

- Customer and Personal Service – Knowledge of how to give customer and personal service. This includes figuring out what the customer needs, meeting the standard set for services, and evaluating customer satisfaction.
- Service Orientation – Actively looking for ways to help people.
- Active Listening – Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Management of Material Resources – Knowing how to get and appropriately use equipment, facilities, and materials needed to do certain work.
- Equipment Selection – Determining the kind of tools and equipment needed to do a job.
- Equipment Maintenance – Performing routine maintenance on equipment and determining when and what kind of maintenance is needed.
- Trunk Strength – The ability to use your abdominal and lower back muscles to support part of the body repeatedly or continuously over time without ‘giving out’ or getting fatigued.

- Manual Dexterity – The ability to quickly move your hand, your hand together with your arm, or your two hands to grasp, operate, or assemble objects.
- Problem Sensitivity – The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- Stamina – The ability to exert yourself physically over long periods of time without getting winded or out-of-breath.
- Static Strength – The ability to use maximum muscle force to lift, push, pull, or carry objects.
- Wrist-finger Speed – The ability to make fast, simple, repeated movements of the fingers, hands, and wrists.

### **WHAT’S THE WORK ENVIRONMENT?**

Work environments vary considerably in this occupation, from a small nursing home, to a large hotel. Housekeeping workers must stay on their feet for long hours while they stoop, bend, reach and climb stairs to do their work. They are required to lift or move furniture and equipment that weighs up to 50 pounds.

Hospital housekeeping workers can come into contact with radioactive waste, used syringes, and hypodermic needles. Workers are frequently exposed to harsh cleaning chemicals. They may deal with lodgers or patients who are sometimes upset or angry. Most of the work is done independently. Employers usually supply uniforms for Housekeeping staff.

### ***Union Membership***

Hospital Housekeeping Cleaners may be members of Health Care Workers Union SEIU 250, affiliated with AFL-CIO. Hotel Cleaners may belong to Hotel Employees and Restaurant Employees International (HERE), affiliated with AFL-CIO.

## WHAT'S THE CALIFORNIA JOB OUTLOOK?

The following information is from the occupational projections produced by the Employment Development Department (EDD) Labor Market Information Division (LMID):

### Maids and Housekeeping Cleaners

Estimated number of workers in 2002:	90,200
Estimated number of workers in 2012:	108,100
Projected Growth 2002-2012:	19.8%
Est. openings due to separations by 2012:	18,900

*These figures do not include self-employment.*

There will be a total of 36,800 job opportunities in this occupation from 2002 through 2012. This occupation will grow at an average pace compared with all occupations in California.

Openings due to workers leaving the labor market will account for about as many jobs as those produced by industry expansion. Housekeeping jobs have a high turnover rate due to the low rate pay.

### Trends

The health care industry continues to expand due to the increasing aging population. This will increase the need for Hospital Housekeeping Cleaners.

## WHAT DOES THE JOB PAY?

### California Earnings

The following information is from the Occupational Employment Statistics Survey of Employers by EDD/LMID:

### Maids and Housekeeping Cleaners 2005 Wages

Hourly wages range from	\$7.77	to	\$10.48
Average hourly wage	\$9.47		
Average annual wage	\$19,702		

*These figures do not include self-employment.*

Housekeeping jobs can start as low as minimum wage in small health care facilities or higher in larger hospitals and medical centers. Workers who handle contaminated or hazardous waste material usually earn the higher wage.

Motel and hotel housekeepers can start out as low as minimum wage. Resorts and first-class hotels usually pay higher wages. Salaries can vary widely, highest in urban and lowest in rural areas.

### Hours

Maids and Housekeeping staff members work day, evening or night shifts, and often work weekends and holidays.

### Benefits

Benefits may include vacation and sick leave, medical and dental coverage, and retirement plans. Some employers pay for vision care and life insurance.

## HOW DO I PREPARE FOR THE JOB?

### Education and Training

In most counties, adult high schools, Regional Occupational Programs (ROP), Goodwill Industries, government agencies, or employers teach cleaning skills. For the most part, workers must be able to speak and write basic English, except in some hotels where the Housekeeping staff may all speak a shared language and be supervised by a bilingual lead worker. Workers need both oral and written communication skills and must have the ability to deal skillfully with all kinds of people, some of whom may be ill or upset.

This kind of work is usually learned on the job. Students are trained how to clean thoroughly and on a timely basis. They are taught how to choose and use a variety of cleaning supplies. Students also learn how to plan out their duties, follow safety rules, and interact with the people whose rooms they clean. Hospitals may require a current first aid certificate. Employers usually look for dependable, hard-working individuals who are in good health, follow directions well, and get along with other people.

### Licensing and Certification

This occupation does not require a State license.

### Continuing Education

This occupation does not require continuing education.

### HOW DO I FIND THE JOB?

Most job seekers get hired by applying directly to hospitals, hotels and motels. Employers also list jobs in help-wanted sections of newspaper ads. Jobseekers can also register with the nearest Employment Development Department Job Service. Employee referral remains one of the most effective job search methods. Most Housekeeping workers are employed in the hospitality and health care industries.

Search these **yellow page** headings for listings of private firms:

- Hospitals
- Hotels and Motels
- Nursing and Personal Care Facilities
- Maids and Butlers Service

The following Internet resources can be helpful to the job search process:

America's Career InfoNet  
[www.acinet.org](http://www.acinet.org)

America's Job Bank  
[www.ajb.dni.us](http://www.ajb.dni.us)

CalJOBS<sup>SM</sup>  
[www.caljobs.ca.gov](http://www.caljobs.ca.gov)

Job Search and Resume Writing  
[www.worksmart.ca.gov/success\\_tips\\_menu.html](http://www.worksmart.ca.gov/success_tips_menu.html)

Local Job Service Offices  
[www.edd.ca.gov/jsrep/jsloc.htm](http://www.edd.ca.gov/jsrep/jsloc.htm)

Occupational Information Network (O\*NET) Online  
<http://online.onetcenter.org>

One-Stop Career Centers List  
[www.edd.ca.gov/ONE-STOP/pic.htm](http://www.edd.ca.gov/ONE-STOP/pic.htm)

For statewide and local projections, wages, employers by county, and other occupational information go to [www.labormarketinfo.edd.ca.gov](http://www.labormarketinfo.edd.ca.gov) and select *Find an Occupation Profile*.

### WHERE CAN THE JOB LEAD?

Housekeeping workers in both hospitals and lodging can be promoted to housekeeping supervisors. In hotels some advance to executive housekeeper, housekeeping manager, desk clerk, reservations clerk or hostess. Often hospital workers take nurse aide or licensed vocational nurse training and go into health care jobs. Others take special training and transfer to medical receptionist or hospital admitting positions.

### OTHER SOURCES OF INFORMATION

International Executive Housekeepers Association  
1001 Eastwind Dr., Suite 301  
Westerville, OH 43081  
(800) 200-6342  
[www.ieha.org](http://www.ieha.org)

### RELATED OCCUPATIONAL GUIDES

Janitors and Cleaners	No. 88
Private Household Workers	No. 395

### OCCUPATIONAL CODE REFERENCES

**SOC** (*Standard Occupational Classification*)  
Maids and Housekeeping Cleaners 37-2012

**O\*NET** (*Occupational Information Network*)  
Maids and Housekeeping Cleaners 37-2012.00

**OES** (*Occupational Employment Statistics*)  
Maids and Housekeeping Cleaners 67002